APPENDIX C.7

Hunt County
Access North Texas – Hunt County
North Central Texas Council of Governments

Kelli Schlicher, AICP

Senior Center Resources and Public Transit
Greenville, Texas
September 20, 2016
Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps
How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.
What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other

![Bar Chart]

- 1. Local or state government: 13%
- 2. Transportation provider: 13%
- 3. Healthcare provider: 4%
- 4. Non-profit: 42%
- 5. Social service organization: 8%
- 6. Community advocate / community member: 0%
- 7. Other: 21%
North Central Texas Council of Governments

Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans
Access North Texas

Is…

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services
Access North Texas

Is not…

Unlimited funding

A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities
Access North Texas

Timeline and Outcomes

- Kick-off, August 2016
- Hunt County, Sept. 2016
- County-by-County Outreach Meetings, Fall 2016 – Summer 2017
- Final Plan Document, Fall 2017
- Plan Implementation and Maintain Partnerships, Early 2018
Updating the Plan

- Continue to identify successfully implemented strategies
- Work with communities to identify transportation needs
- Identify, update, and prioritize solutions
- Implement projects through ongoing partnerships and coordination
Hunt County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

- Successes and challenges to transportation
- Destinations accessible and inaccessible
- Barriers to accessing transportation
- Benefits of transportation options
- Kinds of service or accommodations needed
What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user’s experience
5. Create targeted implementation plans
6. Other
With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other

41% 27% 14% 9% 9%
Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Technology network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won’t access these options
What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other
What is the best way to enhance the user’s experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other
What about coordination between agencies is the biggest barrier for you?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other
What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other
What kind of targeted implementation plans would have the greatest impact on transit?

1. Establish cost-sharing structures and agreements
2. Documentation of specific need as evidence for funding requests
3. Step-by-step implementation for new services
4. Documentation of best practices for coordination with other agencies
5. Other
Next Steps

- Continue to identify successfully implemented strategies
  - ✔️

- Work with communities to identify transportation needs
  - ✔️

- Identify, update, and prioritize solutions

- Implement projects through ongoing partnerships and coordination
# Your Feedback on 2013 Priorities

<table>
<thead>
<tr>
<th><strong>Top Priorities</strong></th>
<th><strong>Additional Priorities</strong></th>
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</thead>
<tbody>
<tr>
<td>1) Coordinating committee</td>
<td>Partnerships with faith organizations</td>
</tr>
<tr>
<td>2) Link to Dallas-Fort Worth</td>
<td>Improved rider familiarity with service parameters</td>
</tr>
<tr>
<td>3) Partnerships with colleges</td>
<td>Increased awareness of existing services</td>
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</tbody>
</table>

- Coordinate with Veterans Affairs
- Establish mobility management activities
Please Return Your Keypad!

Thank you
Questions or Comments

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www.accessnorthtexas.org
Access North Texas  
Hunt County Meeting  
September 20, 2016  
Greenville, Texas

1. Meeting Summary................................................................. p.1  
   a. Welcome................................................................. p.1  
   b. Introduction to Access North Texas................................. p.1  
   c. Interactive Questions & Discussion................................. p.1  
   d. Priorities & Solutions................................................... p.3  
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1. Meeting Summary
   a. Welcome
      Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Hunt County meeting. Ms. Schlicher also thanked Senior Center Resources and Public Transit (The Connection) for kindly hosting this meeting.

   b. Introduction to Access North Texas
      Ms. Schlicher provided a short presentation and covered the following material:
      • An overview of NCTCOG
      • What Access North Texas is and is not
      • The general timeline of the plan update
      • A summary of the 2013 plan

   c. Interactive Questions and Discussion
      The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Hunt County. The polling questions and discussion are summarized below.

      Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?
      29% of respondents indicated that both improving awareness of available services and funding new services were equally necessary. Similarly, 14% of respondents indicated that increasing coordination between agencies and creating targeted implementation plans were equally necessary. One respondent noted that she chose other because she has difficulty making regional connections to Dallas County and Denton County for both medical appointments and to see family.

      With the agency you work for, what is the highest day-to-day transportation need?
      41% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 27% specified that work related trips is their highest transportation need. Although transportation for medical and work ranked highest in the poll, individuals noted that there was an equal need for all five options in Hunt County. Additionally, agencies noted that there is a need for accommodating same day trip
requests. Lastly, attendees described the need for transportation to medical appointments, particularly in Dallas, Plano, and the Veterans Affairs (VA) facilities in Bonham.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

50% of attendees believed that most people wouldn’t access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. 28% of attendees voted for transportation network companies (TNC) like Uber and Lyft. Respondents saw this as an affordable transportation option that would add variety and be beneficial for students, but noted that TNCs are not yet widely available in Hunt County. Additionally, one agency noted that they could coordinate and pay for their client’s trips ultimately eliminating the technology barrier. Attendees were interested in possibly developing relationships with TNCs to expand available options in Hunt County and partnerships with nonprofits.

**What funding approach will have the biggest impact on improving access to transit?**

38% of attendees answered that a focus on increasing user choice would have the biggest impact on improving access to transit, while 24% answered that a focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.) would have the biggest impact. Since there are currently two transportation providers in Hunt County (The Connection’s public transit and On the Go’s taxi service), attendees noted that increasing the number of available transportation options would help increase access to local services. Attendees proposed options for now to fund these new services. One participant suggested a market-based approach. Another participant suggested a public/private partnership. For example, a large employer could partner with a local transit provider to provide their employees trips to work.

**What is the best way to enhance the user’s experience?**

47% of attendees voted for better information on how to use transit, while 26% voted for few transfers between providers for regional trips. Discussion centered on reducing transfers between providers and its relevance for Hunt County. As an example, Ms. Schlicher explained how a person’s trip from Fort Worth to the Dallas Veterans Affairs Medical Center would require two transfers and three different transportation providers. Mr. Allembaugh (Executive Director of Senior Center Resources and Public Transit who operates The Connection) then announced that starting October 1, 2016, The Connection will be providing transit service to Dallas Area Rapid Transit’s (DART) Rowlett station. A schedule will be posted soon. Mr. Allembaugh also noted that he is working with other agencies to develop solutions in order to create a more seamless connection (with few transfers) into Dallas for riders with limited mobility.

There was also discussion about how best to get information out about the currently available transportation options. Attendees noted that information should be available in a variety of different formats beyond static websites. Flyers that provide step-by-step
instructions on how to use a service could be made available in public locations such as libraries, city facilities and grocery stores.

**What about coordination between agencies is the biggest barrier for you?**
37% of respondents indicated that both identifying appropriate contacts and developing agreements between agencies were equal barriers to coordination. Similarly, 11% of respondents indicated that knowing where to start and successfully contacting other agencies were also equally necessary. One participant noted that finding an affordable transportation option in an emergency or with less than 24 hours’ notice is her biggest barrier. Another participant indicated that identifying an appropriate contact within different agencies is a barrier because her clients’ needs vary.

**What method could improve the awareness of available services?**
32% of respondents indicated that both targeted marketing to local agencies and a centralized location to receive information about transit were top ways to improve awareness of available services. 26% of respondents indicated that a public marketing campaign would help improve awareness. A participant noted that there are probably more innovative solutions to improving awareness other than those options presented at the meeting. The representative from On the Go said that she advertises in the Community Chest (a yellow card) that lists local resources.

Other comments included:
- Transit agencies should have policies in place to review reasonable modification requests to service (e.g. drop off location or additional assistance to the vehicle in inclement weather), when feasible.
- Reducing pick-up times and improving on-time performance remains a priority.

**d. Priorities & Solutions**
In closing, Ms. Schlicher asked participants to rank the priorities that were most important to them or indicate if new priorities have since arisen. Participants ranked priorities in the following order:
1. Establish mobility management activities to build, grow, and maintain partnerships focused on access to jobs, job training, and education in the county
2. Establish a regional transportation link to the Dallas-Fort Worth area to allow from improved employment and medical access; enable connections with regional transportation services
3. Explore partnerships with faith organizations in the county to maximize use of existing transportation resources and coordinate the provision of transportation service
4. Improve local and county access through a reduced scheduling pickup window or through improved rider familiarity with service parameters to facilitate access to community services, medical services, and jobs within Hunt County
5. Improve access to education in and around Hunt County through partnerships with colleges and universities; link education sites to community services and improve access for students living in rural areas
6. Increase awareness of existing services through a countywide education initiative
7. Coordinate with VA transportation programs to improve the availability of veterans transportation to Dallas and Bonham facilities
8. Create and maintain a county coordinating committee to focus on ongoing transportation needs

Participants also highlighted the following potential solutions:
- Partner and subcontract with other transit agencies to provide service as needed
- Customer-focus and service training for drivers and schedulers

e. Next Steps
A point-person committee for Hunt County will soon be developed. The committee will discuss and further refine Hunt County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for Fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

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Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, schadderdon@nctcog.org

2. Attendee List
Advocates: Judy Stephens, Kathryn Foote
City of Greenville: John Wright
Freese and Nichols, Inc. on behalf of Hunt County: Staron Faucher
Greenville ISD: Shannon DeGarso
Herald Banner: Brad Kellar
Hope Center of Greenville: Jerry Speight
Hunt County Children’s Advocacy Center: Holly Robinson, Jewel West
Hunt County News: Jim Satterwhite
Hunt County Regional Healthcare: Richard Carter
KETR Radio: George Hale
North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Leah Brown
On the Go: Joyce Dreiling
Paris Junior College: John Shastean
Salvation Army: Diane Johnson, Susy Galvan
Senior Center Resources and Public Transit: Sheryl Zelhart (Board member)
Senior Center Resources and Public Transit: Danny Allembaugh, Diane Mason, Vickie Goodson, Arnie Padilla
Texas Department of Transportation: Tommie Fugate
United Way of Hunt County: Frances Dalbey
Veterans of Foreign Wars Post 4011: Jimmie Yaw
**Prioritization Process**

NCTCOG staff followed up with stakeholders in Hunt County on the outcomes of the outreach meeting that took place on September 20, 2016 in Greenville. The following individuals, representing a variety of interests in Hunt County, participated in the prioritization of strategies to address the needs identified.

Judy Stephens, Advocate  
Danny Allembaugh, Executive Director, Senior Center Resources and Public Transit  
Arnie Padilla, Transit Director, The Connection  
Joyce Dreiling, On the Go Transportation  
Jewel West, Director of Finance & Grants, Hunt County Children’s Advocacy Center  
Frances Dalbey, Executive Director, United Way of Hunt County  
Jimmie Yaw, Veterans of Foreign Wars Post 4011  
Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

The committee briefly introduced themselves and what they do. Kelli mentioned that she Frances Dalbey (Executive Director, United Way of Hunt County) inquired about the cost of medical trips. Danny Allembaugh (Executive Director, Senior Center Resources and Public Transit) noted that approved Medicaid appointments booked through Logisticare are paid by Medicaid and provided by The Connection. For other medical trips (Medicare and otherwise), the rider is responsible for the public transportation fare.

The Connection is often out in the public advertising and talking to other organizations about their public transportation service. Some individuals have the misconception that The Connection service is only for seniors and people with disabilities, not public. Staff from The Connection has spoken to all the city councils within Hunt County and sends them annual letters about their service. They've also coordinated with the VA for trips into Dallas and Bonham. The Connection has also reached out to local Rotary Clubs, Boys & Girls Club, Texas A&M Commerce, Lions Club, local retirement and assistive living facilities, and hospitals. Currently, The Connection is coordinating with Dallas Children’s Hospital and Dallas Behavioral Hospital to accommodate their Hunt County patients’ trips. Dallas Behavioral Hospital recently hosted a seminar where The Connection explained how they can help meet their clients’ transportation needs.
Regarding prioritized strategy 2, Danny mentioned The Connection started a new service that connects riders to the DART light rail station in downtown Rowlett for $20 roundtrip. The Connection has a contract with DART to enable them to drop off riders at the station.

Prioritized strategies for Hunt County that incorporate stakeholder feedback will be included in the plan document.